**Summary of Qualifications**

5+ years of diverse experience in **Software Quality Assurance, Manual testing and Automation**. Experience in both Waterfall and Agile/Scrum Methodologies. Strong knowledge in **Salesforce Admin** tasks. Excellent Team player, Adaptive and can produce results in a short time.

* Thorough understanding of the entire Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC).
* Capability of understanding Requirement gathering; knowledgeable in analyzing Business Requirements and software specifications documents.
* Expertise in creating and reviewing SDLC and STLC deliverables including business requirement document, Software specification document, Test Plan, Test Cases, Test Scripts, Traceability Matrices, Defect Report, Daily Status Report, and Effort Estimation Report.
* Played a very critical role in the defect management process for Inchone i3 by providing the developers with detailed defect report.
* Proficiency in manual testing of Web and Windows based applications.
* Knowledge of Functional Testing, Load Testing, Regression Testing, User Acceptance Testing (UAT) and White Box testing techniques, and GUI testing.
* Used HP ALM tool to store test cases, test results and defects.
* Knowledge in UNIX commands.
* Used QTP and Selenium with Java to automate test cases.
* Strong knowledge of database concepts, writing SQL and backend testing.
* Created custom page layouts, workflows, reports and dashboards within Salesforce.

|  |  |
| --- | --- |
| **Technical Proficiencies** | |
| **Testing Tools** | HP Quality Center, Quick Test Professional (Version 11.5) |
| **Databases** | MS SQL Server, MS Access |
| **Defect tracking tools** | Quality Center 11.5, JIRA |
| **Performance testing tools** | Loadrunner, Jmeter |
| **Automation tools** | QTP, Selenium Webdriver |
| **CRM Application** | SalesForce.com |
| **Languages** | Java, html, CSS, XML |
| **Other Tools** | MS-Office, SOAPUI, Cucumber |

**Professional Experience**

**TDS Global Inc,**

**Role: Quality Assurance Consultant Sep 2015 to till date**

**Mezoblanca Solutions, India**

**Role: Software QA Analyst/Salesforce Admin Feb 2012 to June 2015**

**Projects**

**Project:STEP**

Duration: Sep 2015 – till date

Client: Plateau Software, Fairfax, VA

Role: QA Consultant

Description: STEP is a web based application geared towards helping agencies manage their environmental budget requirements. It helps to project cost requirements for various environmental missions including compliance, conservation and pollution prevention.

**Responsibilities:**

* Involved in Functional, Regression, GUI and UAT testing.
* Worked under Agile methodology & created Test Cases, Test Plan, Traceability Matrix and Defect Report documents.
* Extensively wrote SQL based Test Cases to perform backend testing.
* Used Selenium webdriver to automate login, catalog and project listing modules.
* Supported various project documentation & developed Test Plan, Test Strategy, Test Estimation, Test templates for use of QA department.
* Tested and reported bugs in JIRA.
* Worked closely with Product Manager and Developers to efficiently test and release high quality features.

**Project: Inchone i3**

Duration: Apr 2014 – Jun 2015

Client: Inchone, Singapore

Role: Salesforce Admin/QA

Description: Inchone i3 is a web based application geared towards helping organizations, universities, schools and colleges achieve online delivery of learning and training. It provides tools for organizations to develop and deploy their own online learning content. It also supports hundreds of videos which can be accessed through web interface. The tools of instruction include videos, blogs, tutorials, Q&A etc.

**Responsibilities:**

* Involved in Functional, Regression, GUI, Multi-browser and UAT testing.
* Maintained all customers’ information in salesforce.com.
* Worked under Agile methodology & created Test Cases, Test Plan, Traceability Matrix and Defect Report documents.
* Extensively wrote SQL based Test Cases to perform backend testing.
* Used Selenium webdriver to automate login and registration page.
* Supported various project documentation & developed Test Plan, Test Strategy, Test Estimation, Test templates for use of QA department.
* Conducted functional and regression testing on multiple browsers for the website on various devices.
* Tested and reported bugs in JIRA.
* Worked closely with Product Manager and Developers to efficiently test and release high quality features.

**Project: Inchone HRIS**

Duration: Jan 2013 – Mar 2014

Client: Inchone, Singapore

Role: QA Analyst

Description: HRIS provides modules for personnel information management, employee self-service (ESS), leave, time & attendance, benefits and recruitment services. The Employee Self Service (ESS) Module of the HRIS application enables employees to view, add and update personal information on their own over the Internet without involving the HR personnel. The application’s GUI allows employees to manage personal data anywhere/anytime. The project assures combination of these modules into one application.

**Responsibilities:**

* Performed functional testing on all the features of the application.
* Successfully supported testing cycles, identified defects & supported releases.
* Used QC to create projects, store test cases, test results, defects and QC ALM Test Suites for creating, calling and managing test cases.
* Created Releases, Cycles and mapped Requirements to Releases and test cases.
* Created Release notes at the end of each sprint or after releasing feature to the production environment.
* Monitored graphs to keep track on the progress of the release.
* Recorded and ran test cases in QTP.
* Used various QTP features in automating scripts such as checkpoint, parameterization, and synchronization.
* Developed frontend and backend test cases.
* Worked on MySQL for retrieving required data.

**Project: Zuji Travel Portal**

Duration: Feb 2012 – Dec 2012

Client: Zuji, Singapore

Role: QA Analyst

Description: Web portal that allows customers to book local and international flights on participating airlines. It included modules like registration, login, search, select, booking and e-payment.

**Responsibilities:**

* Involved in Functional Regression, GUI, Multi-browser and UAT testing.
* Worked under Agile methodology & created Test Cases, Test Plan, Traceability Matrix and Defect Report documents.
* Extensively wrote SQL based Test Cases to perform backend testing of registration and payment module.
* Used Selenium, IDE & webdriver to automate login, search and select pages of the application.